# INFORMATION TECHNOLOGY (IT) MAINTENANCE SERVICES DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

#### A.1 BACKGROUND

The High Performance Data Archive storage system is a completely integrated system of a robotic tape library and multiple types of magnetic and magneto-optical tape drives controlled and managed by Advanced Digital Information Corporation (ADIC) proprietary software packages. The components are tightly connected, and the system is operated as a single entity. Thus to maintain the system, it is imperative to maintain all hardware and software components.

#### A.2 SCOPE

The Contractor shall provide Information Technology (IT) preventive and remedial maintenance services for Government-owned High Performance Data Archive and associated equipment (Attachment 2) for the Naval Research Laboratory Center for Computational Science, located in building A49. The contractor shall respond within four (4) hours of problem notification and resolve the equipment malfunction at the fixed monthly charges shown in the schedule of the contract. The contractor will be notified and must perform maintenance Monday through Friday, 9:00 a.m. to 5:00 p.m. Eastern Time, excluding government holidays. The resolution time will be negotiated on a case by case basis, upon discussions with the government Technical Manager (TM).

#### A.3 GENERAL REQUIREMENTS

The contractor shall provide all labor, supervision, tools, materials (including manuals and schematics), parts, equipment, and transportation necessary to maintain the Naval Research Laboratory Center for Computational Science's archival storage IT hardware, including manning a trouble call desk. The contractor shall provide remote access to service technicians as well as on-site support.

- a. The contractor shall provide maintenance (labor and parts) at the prices shown in the schedule, and shall keep the equipment in operating condition, consistent with Original Equipment Manufacturer (OEM) requirements.
- b. The contractor shall provide personnel with a security clearance in accordance with the DD254, Security Classification Form (Attachment 3), experienced, and qualified to perform the required services in accordance with OEM practices and standards.

c. The contractor shall be responsible for performing all diagnostic tests and for isolating suspected and confirmed malfunctions. The contractor shall provide instruments and diagnostic software for running these tests.

#### A.4 RESPONSE TIME

The contractor's maintenance personnel shall respond and provide services at the designated point within a 4-hour response time which begins at the time that the TM, government staff member designated by the TM, or the Contracting Officer notifies the contractor that remedial maintenance is required. If maintenance personnel fail to provide resolution at the Government's site within the negotiated resolution time, the contractor payment shall be withheld.

#### A.5 MAINTENANCE OF NEW EQUIPMENT REQUIRED

#### A.5.1. New Equipment

During the term of this contract, the Government, may at its option, add equipment to this contract. Maintenance charges for the added equipment are:

- a. For the same type and model number, the charges specified in the contract; or
- b. For items not specified in the contract, a mutually agreed upon charge no greater than the OEM's GSA schedule charge or commercial charge if no schedule is available.

#### A.5.2. Features

During the term of this contract, the Government may add new features to its installed equipment base. When features are added to a device, the contractor must accept maintenance responsibility for these feature(s) under the terms, conditions, and prices stated in the contract. If a similar feature is not in the contract, the maintenance charge will be mutually agreed upon. If a cost cannot be negotiated, the contractor shall accept the OEM's GSA contract maintenance price for the feature. Maintenance charges shall not exceed the OEM's GSA schedule maintenance price or commercial charge if no schedule is available.

#### A.5.3. Preventive Maintenance

The contractor shall perform monthly preventive maintenance on all items in Attachment 2. Preventive maintenance shall be scheduled and performed so as not to interfere with the Government's operations. The quality of preventive maintenance shall be equal to that provided by the OEM for similar equipment under their standard commercial maintenance contracts.

#### A.6 NON-CHARGEABLE MAINTENANCE ITEMS

The fixed price monthly maintenance charge covers all:

- a. Replacement parts.
- b. Preventive maintenance, regardless of when performed.
- c. OEM Maintenance in accordance with paragraph A.3.

#### A.7 MICROCODE

The contractor shall provide the microcode necessary to provide the necessary functions. The microcode must be at a level compatible with the current level of OEM microcode. The contractor shall guarantee that access to the latest levels of OEM microcode will be available to the Government for the life of the contract, and the Government has the right to accept or refuse installation. A report must be provided to the Government of all microcode changes issued by the OEM, within 30 calendar days of release that pertain to the equipment under this contract. Failure to notify the Government may be cause for contract termination.

#### A.8 EQUIPMENT MONITORING REQUIREMENTS

#### A.8.1 Standard Reports

The contractor shall submit written status reports in accordance with Exhibit A (DD1423's) that include, as a minimum, the following:

Overall status of all equipment covered under this contract;

Details of any failures and/or repairs performed during the month;

Results of output reviews;

Engineering Changes (ECs) announced by OEM and the contractor's plans for installation, which the Government reserves the right to refuse; and

Any other items relevant to maintaining the equipment;

Problems to be resolved during the next scheduled monthly preventive maintenance.

#### A.8.2 Malfunction Incident Reports

The contractor shall furnish a signed malfunction incident report to the TM upon completion of each maintenance call. The report shall include, as a minimum,

- a. Date and time notified;
- b. Date and time of arrival,
- c. Type and serial number(s) of machine(s),
- d. Time spent for repair,
- e. Description of malfunction,
- f. Problem Resolution
- g. List of parts replaced, serial and model number,
- h. Date and time machine(s) is returned to operational status.

The repair will not be complete until the incident report is submitted indicating repair.

## CONTRACT DATA REQUIREMENTS LIST (2 Data Items)

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The public reporting burden for this collection of information is estimated to average 110 hours per response, including the time for reviewing instructions, searoning existing data sources, gethering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other sepect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0701-0188),1215 Jefferson Davis Highway, Sulte 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstending any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMS gostrol number. Please DO NOT RETURN your form to the above address. Send completed form to the Government Issuing A. CONTRACT LINE ITEM NO. B. EXHIBIT C. CATEGORY: TDP TM-OTHER D. SYSTEM / ITEM F. CONTRACTOR E. CONTRACT / PR NO. 0001 55-9409-03 1. DATA ITEM NO. | 2. TITLE OF DATA ITEM 3. SUBTITLE 17. PRICE GROU A003 Monthly Work Schedule 4. AUTHORITY (Date Acquisition Document No.) 5. CONTRACT REFERENCE 6. REQUIRING OFFICE 8. ESTIMATED TOTAL PRICE N/A SOW para A.15 NRL Code 5595 7. DD 250 REQ 9. DIST STATEMENT 10. FREQUENCY 12. DATE OF FIRST SUBMISSION 14 DISTRIBUTION REQUIRED LT **MTHLY** b. COPIES 8. APP CODE 11. AS OF DATE 13. DATE OF SUBSEQUENT a. ADDRESSEE Draft N/A N/A Repro 18 DEMARKS TM 1 The contractor shall submit a monthly work schedule of planned performance of preventive maintenance inspections and services to the TM. Service interruptions shall be scheduled with the TM. Any changes to the schedules shall be coordinated with the TM twenty-four (24) hours prior to implementation. \* Contractor shall submit initial schedule within 2 weeks after award. Subsequent submissions due NLT the 25th of the preceding month for approval. 15. TOTAL 1. DATA ITEM NO. | 2. TITLE OF DATA ITEM 3. SUBTITLE 17. PRICE GROUP A004 Certificate of Maintainability 4. AUTHORITY (Data Acquisition Document No.) 5. CONTRACT REFERENCE 6. REQUIRING OFFICE 18. ESTIMATED TOTAL PRICE N/A SOW para A.15 NRL Code 5595 7 DD 250 REQ 9. DIST STATEMENT 10. FREQUENCY 12. DATE OF FIRST SUBMISSION 14. DISTRIBUTION RECUIRED LT 1TIME b. COPIES 8. APP CODE 11. AS OF DATE 13. DATE OF SUBSEQUENT a. ADDRESSEE Draft N/A N/A Reg Repro 18 REMARKS TM The contractor shall submit a certificate certifying all equipment covered under this contract has been maintained in accordance with OEM remedial and preventive maintenance schedules. \* Certificate submitted NLT 3 months prior to contract expiration. 15. TOTAL G. PREPARED BY H. DATE I. APPROVED BY J. DATE NRL Code 5595 3/4/03

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## **CONTRACT DATA REQUIREMENTS LIST**

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NRL Code 5595

DD Form 1423-2, AUG 96

## Form Approved OMB No. 0704-0188

In public reporting outden for this collection of information is estimated to average i to nours per response, including the time for reviewing instructions, searoning existing data sources, gethering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other sepect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquesters Services, Directivets for Information Operations and Reports (0701-0188),1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not flasher a gurranty valid OME control number. Please DO NOT RETURN your form to the shove address. Send completed form to the Government Issuing A. CONTRACT LINE ITEM NO. B. EXHIBIT C. CATEGORY: 0002 TOP x TM. OTHER D. SYSTEM / ITEM E. CONTRACT / PR NO. F. CONTRACTOR 0001 55-9409-03 1. DATA ITEM NO. | 2. TITLE OF DATA ITEM 7. PRICE GROUP 3. SUBTITLE A005 Service Maintenance Log 4. AUTHORITY (Data Acquisition Document No.) 18. ESTIMATED S. CONTRACT RESERVACE 8. REQUIRING OFFICE TOTAL PRICE SOW para A.16 N/A NRL Code 5595 7. DD 250 REQ. 9. DIST STATEMENT 12. DATE OF FIRST SUBMISSION 10. FREQUENCY 14. DISTRIBUTION REQUIRED LT b. COPIES B. APP CODE 11. AS OF DATE 13. DATE OF SUBSEQUENT a. ADDRESSEE Draft N/A N/A Reg Repro 16. REMARKS TM The contractor shall document all service and maintenance in an on-site (NRL) maintenance log. The log must include description of work performed, date, parts and part numbers replaced, and any other pertinent information deemed necessary to accurately describe work performed. \* The log must be completed for all services and maintenance for each piece of equipment at time of performance completion. 15. TOTAL 1. DATA ITEM NO. | 2. TITLE OF DATA ITEM 3. SUBTITLE 17 PRICE GROUP 4. AUTHORITY (Date Acquisition Document No.) B. CONTRACT REFERENCE 6. REQUIRING OFFICE 18. ESTIMATED TOTAL PRICE 7 DD 280 REQ 9. DIST STATEMENT 10. FREQUENCY 12. DATE OF FIRST SUBMISSION 14. DISTRIBUTION REQUIRED b. COPIES 8. APP CODE 11. AS OF DATE 13. DATE OF SUBSEQUENT a. ADDRESSEE Draft Repro Rea 16. REMARKS 15. TOTAL G. PREPARED BY H. DATE I. APPROVED BY J. DATE

3/4/03

Previous edition may be used

#### HARDWARE/SOFTWARE LIST

Item 1: Abba Mixed-Media Library Model E (AML/E) Robotic Archive with two Quadro Towers, 2.43m

Item 2: Abba Mixed-Media Library Model E (AML/E) Robotic Controller Cabinet Qty 1 each

Item 3: International Business Machines (IBM) 8590 Drives Qty 4 each

Item 4: Hewlett Packard (HP) 5200 Optical Drives Qtv 6 each

Item 5: Ampex DST 312 Drives Qty 4 each

Item 6: International Business Machines (IBM) Linear Tape Open (LTO) Drives Qty 4 each

Item 7: Advanced Digital Information Corporation (ADIC) Archive Management Unit (AMU)
Qty 1 each

Item 8: Advanced Digital Information Corporation (ADIC) Archive Management Unit Software, includes all updates

Item 9: Advanced Digital Information Corporation (ADIC) Drive Bay Cabinets Qty 2 each

Item 10: Advanced Digital Information Corporation (ADIC) FileServ SW Maintenance, includes all updates

Item 11: Advanced Digital Information Corporation (ADIC) VolServ SW Maintenance, includes all updates

#### ATTACHMENT (3)

#### CLEARANCE AND SAFEGUARDING SER: 018-03 DEPARTMENT OF DEFENSE FACILITY CLEARANCE REQUIRED CONTRACT SECURITY CLASSIFICATION SPECIFICATION SECRET (The requirements of the DoD Industrial Security Manual apply b. LEVEL OF SAFEGUARDING REQUIRED to all security aspects of this effort.) 2. THIS SPECIFICATION IS FOR: (X and complete as applicable) 3. THIS SPECIFICATION IS: (X and complete as applicable) a. PRIME CONTRACT NUMBER DATE (YYYYMMDD) a. ORIGINAL (Complete date in all cases) 20030312 b. SUBCONTRACT NUMBER REVISED DATE (YYYYMMDD) (Supersedes all previous specs) c. SOLICITATION OR OTHER NUMBER DUE DATE (YYYYMMDD) DATE (YYYYMMDD) c. FINAL (Complete Item 5 in all cases) 55-9409-03 4. IS THIS A FOLLOW-ON CONTRACT? YES NO. If Yes, complete the following: Classified material received or generated under (Preceding Contract Number) is transferred to this follow-on contract. 5. IS THIS A FINAL DD FORM 254? YES NO. If Yes, complete the following: in response to the contractor's request dated retention of the classified material is authorized for the period of 6. CONTRACTOR (Include Commercial and Government Entity (CAGE) Code) NAME, ADDRESS, AND ZIP CODE b. CAGE CODE | c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code) FOR RFP PURPOSES ONLY, NOT VALID FOR N/A ACTUAL CONTRACT. 7. SUSCONTRACTOR a. NAME, ADDRESS, AND ZIP CODE b. CAGE CODE c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code) N/A N/A 8. ACTUAL PERFORMANCE a. LOCATION b. CAGE CODE c. COGNIZANT SECURITY OFFICE (Name, Address, and Zip Code) N/A 9. GENERAL IDENTIFICATION OF THIS PROCUREMENT THE INTENT OF THE CONTRACT IS TO OBTAIN INFORMATION TECHNOLOGY (IT) PREVENTIVE AND REMEDIAL HARDWARE AND SOFTWARE MAINTENANCE SERVICES FOR GOVERNMENT-OWNED HIGH PERFORMANCE DATA ARCHIVE AND ASSOCIATED EQUIPMENT FOR THE NAVAL RESEARCH LABORATORY CENTER FOR COMPUTATIONAL SCIENCE, LOCATED IN BUILDING A-49. 10. CONTRACTOR WILL REQUIRE ACCESS TO: 11. IN PERFORMING THIS CONTRACT, THE CONTRACTOR WILL: YES NO HAVE ACCESS TO CLASSIFIED INFORMATION ONLY AT ANOTHER CONTRACTOR'S FACILITY OR A GOVERNMENT ACTIVITY a. COMMUNICATIONS SECURITY (COMSEC) INFORMATION X X b. RECEIVE CLASSIFIED DOCUMENTS ONLY b. RESTRICTED DATA X ¥ RECEIVE AND GENERATE CLASSIFIED MATERIAL CRITICAL NUCLEAR WEAPON DESIGN INFORMATION X X FORMERLY RESTRICTED DATA FABRICATE, MODIFY, OR STORE CLASSIFIED HARDWARE X X PERFORM SERVICES ONLY INTELLIGENCE INFORMATION X HAVE ACCESS TO U.S. CLASSIFIED INFORMATION OUTSIDE THE U.S., PUENTO RICO, U.S. POSSESSIONS AND TAUST TERRITORIES BE AUTHORIZED TO USE THE SERVICES OF DEFENSE TECHNICAL INFORCEMENT (DTIC) OR OTHER SECONDARY DISTRIBUTION CENTER. (1) Sensitive Compartmented Information (SCI) X (2) Non-SCI × f. SPECIAL ACCESS INFORMATION h. REQUIRE A COMSEC ACCOUNT X X g. NATO INFORMATION HAVE TEMPEST REQUIREMENTS X X FOREIGN GOVERNMENT INFORMATION HAVE OPERATIONS SECURITY (OPSEC) REQUIREMENTS X X LIMITED DISSEMINATION INFORMATION k. BE AUTHORIZED TO USE THE DEFENSE COURIER SERVICE X

DD FORM 254, DEC 1999

k. OTHER (Specify)

FOR OFFICIAL USE ONLY INFORMATION

PREVIOUS EDITION IS OBSOLETE.

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I. OTHER (Specify)

Reset

ATTACHMENT (3)

	or unclassified) pertaining to this contract shall not be released for public dissemination except as provided been approved for public release by appropriate U.S. Government authority. Proposed public releases shall Direct Through (Specify)
COMMANDING OFFICER, NAVAL RESE	EARCH LABORATORY, WASHINGTON, DC 20375-5320, CODE 5594
to the Directorate for Freedom of Information and *In the case of non-DoD User Agencies, requests	Security Review, Office of the Assistant Secretary of Defense (Public Affairs)* for review. for disclosure shall be submitted to that agency.
this guidance or if any other contributing factor in recommended changes; to challenge the guidance and to submit any questions for interpretation of the handled and protected at the highest level of class	ition guidance needed for this classified effort is identified below. If any difficulty is encountered in applying dicates a need for changes in this guidance, the contractor is authorized and encouraged to provide or the classification—assigned to any information or material furnished or generated under this contract; his guidance to the official identified below. Pending final decision, the information involved shall be iffication assigned or recommended. (Fill in as appropriate for the classified effort. Attach, or forward under extracts referenced herein. Add additional pages as needed to provide complete guidance.)
prior to award of contract, the successful con	ed for the purpose of submitting a bid/proposal for this statement of work. However, tractor will be required to have a SECRET facility clearance, and personnel available ces commensurate with level of access required for performance of contract.
14. ADDITIONAL SECURITY REQUIREMENTS.	Requirements, in addition to ISM requirements, are established for this contract. Yes X No the contract document itself, or provide an appropriate statement which identifies the additional
requirements. Provide a copy of the requirements to	to the cognizant security office. Use Item 13 if additional space is needed.)
15. INSPECTIONS. Elements of this contract are or	taide the inspection responsibility of the cognizant security office.
	ents carved out and the activity responsible for inspections. Use Item 13 if additional space is needed.)
information to be released or generated unde	requirements stated herein are complete and adequate for safeguarding the classified or this classified effort. All questions shall be referred to the official named below.
a. TYPED NAME OF CERTIFYING OFFICIAL	b. TITLE c. TELEPHONE (Include Area Code)
TINA SMALLWOOD	CONTRACTING OFFICER, SECURITY (202) 767-2240/2391
d. ADDRESS (Include Zip Code)	17. REQUIRED DISTRIBUTION
NAVAL RESEARCH LABORATORY	a. CONTRACTOR
4555 OVERLOOK AVE. SW WASHINGTON, DC 20375-5320	b. SUBCONTRACTOR  C. COGNIZANT SECURITY OFFICE FOR PRIME AND SUBCONTRACTOR
e. SIGNATURE /	d. U.S. ACTIVITY RESPONSIBLE FOR OVERSEAS SECURITY ADMINISTRATION
Dena Smallwood	ADMINISTRATIVE CONTRACTING OFFICER
~ /	# 1. OTHERS AS NECESSARY 1221.11, 5594, 5502